



Iowa Department of Human Services

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Director

June 30, 2014

Date Complaint Received: 6/5/14
Complaint Received By: Chad Reckling, SW II
Provider Name and Location: Shannon Whittaker 830 N 6 th St Burlington IA 52601
Complaint: The provider has submitted billing for children which shows that they have been over number of children that they are legally allowed to have at any given time. Rule Basis: 110.9(1) SPECIFIC REQUIREMENTS FOR CHILD DEVELOPMENT HOME CATEGORY "B" 110.9(1)a Not more than six preschool children present at any one time including infants. 110.9(1)b Of these six children, not more than four children who are 24 months of age or younger are present at any one time. 110.9(1)b Of the four children under 24 months of age, no more than three may be 18 months of age or younger. 110.9(1)c Not more than four additional school-age children. 110.9(1)d Not more than two children who are receiving care on a part-time basis at any one time. 110.9(1)e Not more than 12 children present when the emergency school closing exception is in effect. 110.9(1)f When more than 8 children are present for more than two hours, a DHS-approved assistant at least 14 years old is present.
Findings: 6/12/14 Out of 42 billing days (4/28/14-6/8/14) the provider submitted information to the department that she was over numbers for maximum children allowed in her daycare home for 25 days. Examples of number of children are as follows: 4/28/14 2:30-4:30 pm (17 to 20 children) 4/29/14 2:30-4:30 pm (17 to 18 children) 4/30/14 2:30-4:30 pm (15 to 16 children) 5/1/14 2:30-4:30 pm (17-20 children) 5/2/14 8:00-4:30 pm (13-17 children) 5/5/14 3:00-4:30 pm (17-20 children) 5/6/14 3:00-4:30 pm (17-18 children) 5/7/14 3:00-4:30 pm (17-18 children) 5/8/14 3:00-4:30 pm (17-20 children) 5/9/14 3:00-4:30 pm (15 children) 5/12/14 3:00-4:30 pm (17-18 children) 5/13/14 3:00-4:30 pm (17 children) 5/14/14 3:00-4:30 pm (17 children) 5/15/14 3:00-4:30 pm (15 children)

5/19/14 9:00-3:30 pm (13-15 children)
5/20/14 3:00-3:30 pm (13 children)
5/21/14 3:00-3:30 pm (13 children)
5/26/14 8:00-4:30 pm (13-15 children)
5/29/14 4:00-4:30 pm (14 children)
5/30/14 3:00-4:30 pm (13 children)
6/2/14 4:00-4:30 pm (14 children)
6/3/14 9:30-4:00 pm (13 children)
6/4/14 9:00-4:30 pm (13-15 children)
6/5/14 8:00-4:30 pm (13 -16 children)
6/6/14 8:00-3:00 pm (13-16 children)

6/12/14 This worker made contact with Shannon at her daycare home and confronted her on the allegations before the department. There were 12 daycare children present in the home (6 school-aged children and 6 non-school-aged children). This worker showed Shannon a copy of the billing that was submitted for the months of April, May and June.

Shannon explained to this worker that her parents were dropping off their children early or picking them up late during the overlap period between 1st and 2nd shift. Shannon admitted that these were real number of children that were present in the home during her billing periods that this worker was showing to her. Shannon subsequently handed out a policy statement to parents about pick-up and drop-off times to her daycare home which she showed this worker on 6/4/14 and 6/12/14 visit. This policy statement to parent includes "...that all parents have their schedules turned in to us by either in person on pick up or drop off...by no later than Friday by 6:00 pm...all parents are expected to pick their children up by no more than 20 minutes after their shift, unless otherwise agreed upon with a 24 hour notice..."

This worker asked Shannon why she still remained over number of children for which she submitted billing for after this worker's 6/4/14 visit to the home where she signed safety plan stating that she would remain within the number of children she was allowed to care for specific to her category of daycare home. Shannon stated that she needed to give her daycare parents a chance to find alternative means of childcare for the remainder of the week. Shannon indicated that she has been within her statutory numbers all week long this week.

This worker explained to Shannon that to have over her maximum capacity of children at any given time is a safety concern in case of emergency and to provide careful supervision of all of the children at all times. This worker indicated to Shannon that if there were any further transgressions of billing from her that was over numbers or her being over numbers in subsequent follow up visits to the home that the department would start the process of revoking her registration certificate.

This worker did not complete a full compliance visit at the home today since one was completed on 6/4/14.

Complaint:

There is a preponderance of evidence to validate the concerns before the department.

Resolution: This worker had Shannon sign a safety plan on 6/4/14 stating that:

“I will stay within my maximum number of children allowed based on my level of care at any given time.”

This worker will conduct follow up visits to the home in order to insure that Shannon is remaining within her statutory allowed number of children that she can care for at any given time and adhering to the safety plan dated 6/4/14.

If you have any questions regarding this matter feel free to contact me at (319) 208-5521 or creckli@dhs.state.ia.us.

Sincerely,

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